



# UNIVERSITY LIBRARY ANNUAL REPORT 2006



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# University Library Annual Report 2006

## Introduction by University Librarian

This Annual Report is the first for some time, and it provides an opportunity to reflect on the successes of the year. In 2006 the University Library made progress in the development of its services and facilities. The provision of do-it-yourself services including intercampus loans provides a streamlined service accessible at all hours, not just when the Library is open.



The satellite learning hubs have provided an increased range of collaborative study environments for students. During the year the liaison librarian structure has been developed into faculty teams. This reflects changes within Collection Management, where the new budget model is faculty based for book purchasing, and the staff have been grouped into teams which have a faculty relationship. The staffing changes are built upon a framework developed from the Workforce Planning project. The Workforce Plan gives a sound basis for developing services into the future.

*Linda Luther*



## 2. Overview of the University Library

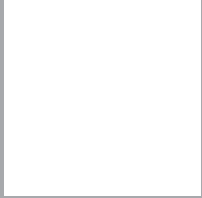
The University of Tasmania Library system comprises seven libraries. Three libraries, Morris Miller, Law and Science, are situated on the Sandy Bay campus. The Art, Music and Clinical Libraries are located in central Hobart. The Launceston Campus Library serves the needs of the University community at Launceston. In addition, the University Library provides liaison services to the Cradle Coast Campus at Burnie and the Inveresk campus in Launceston, and supports a resource room at the Cradle Coast Campus.

In 2006 the Library served a population of 17,407 students and 2009 staff. It had a budget of \$9,640,891, and employed 77.5 FTE staff in continuing and fixed term positions, as well as casual staff, to deliver services across all campuses.

The Library's vision is to be the hub of the University, recognised as the centre for access to and assistance with information resources and for leadership in information literacy. Strategic goals for the Library in 2006 were:

- To provide access to collections to support all academic areas, but particularly in specialist, thematic areas of research and training.
- To integrate student learning and lifestyle, providing a vibrant Learning Hub environment.
- To provide Library clients with quality service and access to information wherever they are located, and to offer an inclusive teaching and learning environment by providing equitable access to library services for all clients.
- To be recognised for its contribution to the growth and development of Tasmania by further developing its strategic alliances with the State Library.





### 3. Our Services

Enhancing access to Library services was one of the key initiatives for 2006. The Library introduced a range of do-it-yourself lending services that make it simpler for staff and students to access the collections from the Library catalogue, and to manage their own borrowing:

- The ability to request books from any of our branch libraries through the Library catalogue.
- The ability to book in-demand Reserve items for a specific date and time, through the Library catalogue.
- A 'My Account' function that allows users to view and renew their loan items.
- An automatic reminder email to tell Library users when their books are close to the return date.

Marketed as 'Request it, book it, renew it and view it', these new services were enthusiastically received by our users. The Library filled 46,719 online requests and 14,786 online holds for 2006, an increase of over 140% on 2005 figures. During the first week after implementing these DIY services the Library received a large number of spontaneous comments from users, such as:

- "Thank you! I have been wishing for this service and my wish has come true!".



- "The new library request system is great find it very simple system to use thank you for making ordering books a lot easier task".
- "it's great! Not only myself but many other students at Cradle Coast have commented to me about how easy it is and handy too".

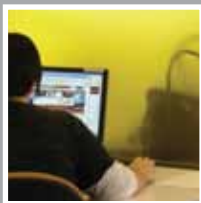
In 2006 the Library reviewed the way it provided reference and IT help, and introduced a model that gave students better access to these services. From 2006, core reference services and basic IT support for students were delivered from the Client Services Desk in all branch libraries. This was supported by an advanced IT support service for students, developed by the Library and IT resources and available from the Morris Miller and Launceston libraries.



Library opening hours changed in 2006, providing longer opening hours for Summer Schools and non-semester periods. Evening opening hours in small branch libraries were reduced to reflect declining use, partly as a result of the popularity of the Learning Hub in the Morris Miller Library.

Client satisfaction with Library services continued to grow, as indicated by the results of the Library Survey 2006. This is the third time we have run the survey, which is used by university libraries in Australia and New Zealand to benchmark performance. Client satisfaction with the Library has increased each time we have conducted the survey, in 2001, 2004 and 2006. The 2006 results put us in the top ten university libraries in Australia and New Zealand.

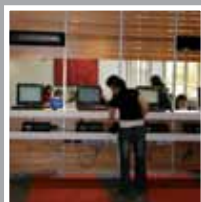
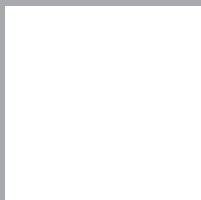




#### 4. Our support for teaching, learning and research

In 2006 the Library had a goal to provide clients with quality service and access to information wherever they are located.

Library support for teaching, learning and research was enhanced by a review of the Liaison structure, which led to the establishment of teams of Liaison Librarians with roles in supporting teaching & learning, research, and collection development within each Faculty. The new approach has facilitated Liaison Librarians having a greater presence in the Faculty and greater engagement with academic staff. Support for teaching and learning was also enhanced by the creation of a new position of Librarian/ Learning Skills Advisor at the Cradle Coast Campus and the appointment of Cathy Hartigan to this position.



Embedding information literacy into the curriculum was a key focus for the Library in 2006. Liaison Librarians worked with academic staff on a range of School- and Faculty-based initiatives, for example embedding information literacy across the new 5-year medical curriculum. Liaison Librarians developed a draft Information Literacy Framework, and workshopped this with academic staff at the Teaching Matters 2006 conference.

Support for research was enhanced in 2006. The Library established a group of Liaison Librarians to coordinate Library support for researchers, and this group initiated Welcome letters to new PhD candidates and research assistants, reviewed the generic postgraduate workshops conducted by the Library, and established working relationships with the Research Office to further understanding about the role of the Library in the Research Quality Framework.



The Library also provided information and technical support for the Art School's research database (ARTaBASE), which enabled it to be placed online and accessible to the arts community.

Support for research was enhanced in 2006 by the development of UTAS ePrints. This is an open source repository that will provide a permanent digital archive of UTAS research output, established as a cooperative venture between the Library, the School of Computing, and IT Resources. Associated developments were the introduction of a policy requiring mandatory lodgment of UTAS theses into the ePrint repository.





## 5. Our collections

In 2006 the Library had a goal to provide access to collections to support all academic areas, but particularly in specialist, thematic areas or research and teaching.

The Library successfully implemented a new budget model for acquisitions in 2006. The new model made materials acquisitions more flexible, using tranches that allow the Library to develop collections that better support Faculty initiatives, University theme areas, and high use coursework. As a result of the new funding model, the Library doubled its spending on new books, spending \$1,655,990 in 2006 compared to \$833,973 in 2005.

The Library's collection of databases and online collections continued to grow in 2006. Major purchases included Fin Analysis, IEEE Online conference proceedings, BusinessSourcePremier, PsycARTICLES, Taylor & Francis Online Journal Archive, and the Royal Society of Chemistry Journal Archive. Over the last 10 years there has been significant growth in our collection of electronic resources, and the Library has moved from receiving approximately 8,000 paper serial titles in 1996 to a mix of reduced paper titles and approximately 18,000 electronic titles from various sources in 2006.







## 6. Our facilities

One of the Library's goals for 2006 was to provide a vibrant Learning Hub environment that integrated student learning and lifestyle.



In 2006 the University established satellite learning hubs at the Sir Raymond Ferrall Centre in Launceston, in the Carington Smith Art Library at the School of Arts in Hobart, and at TIAR on the Sandy Bay campus. These built on the success of the Learning Hubs within the Morris Miller Library and the Launceston Campus Library. While the satellite hubs are smaller spaces, they give students an opportunity to access computers and undertake group or individual study in a comfortable environment. They are available 24 hours a day to UTAS staff and students.



The Learning Hubs in the Launceston Campus Library and Morris Miller Library were awarded a '2006 Tasmanian Architecture Award' by the Royal Institute of Architects, in the category of 'Interior Architecture'. The architects were Crawford Shurman in collaboration with Futago. A quote from the jury identified how "Libraries are evolving from static centres of knowledge storage to dynamic places of learning".

Library facilities were also enhanced in 2006 by the extension of the UTAS wireless network UANA into the Art Library, Clinical Library, Law Library, Music Library and Science Library.



## 7. Our staff

The Library enhanced its support for continuous learning and development amongst its staff. In conjunction with workforce planning, there was enhanced support for staff to gain Library qualifications and other relevant qualifications:

- Di Hodge was awarded a PhD
- Debra Wilson completed the Bachelor of Library and Information Studies
- Gabrielle Kneebone, Pam Pilcher and Mary Howlett completed the Diploma in Library and Information Studies
- Mark Byrne gained membership of the Australian Computer Society and accreditation as a Practicing Computer Professional (PCP), and also gained an ITIL foundation certificate.
- Rachel Evans and Carolyn Jarvis completed the Certificate IV in Library and Information Studies, and are continuing with study to achieve the Diploma
- Debra Ploughman and Jules Witek are being supported through the Existing Employee Program with TAFE to acquire the Certificate IV qualification
- Thomas Riley (2005/2006) and Joshua Anderson-Ward (2006/2007) were employed under the UTAS Aboriginal Trainee Scheme, with Thomas being nominated for the 2006 ATSI Learner of the Year award
- Three Library staff proved their credentials in computer competence by completing the International Computer Driving Licence





Library staff engaged with the higher education sector and the library profession in 2006, undertaking a number of significant activities:

- Richard Dearden, Morris Miller Librarian, was awarded a Carrick Institute Award for Outstanding Contribution to Student Learning for “leadership in development partnerships between library and faculty to promote information literacy skills”. Richard also received a UTAS General Staff Development Study Grant to investigate Library Liaison models in university libraries in Queensland and Western Australia.
- Paul Reynolds, Art and Music Librarian, delivered a presentation on the newly developed ARTaBASE database to the ARLIS/ANZ Framing the Future Conference 2006. The paper was written in conjunction with academic staff of the School of Art, and was published in *ARTaBASE Australia*, ARLIS/ANZ Journal, No 62, December 2006, pp 14-19
- Richard Dearden, Morris Miller Librarian, delivered a dinner address to Senior Secondary College Librarians' conference
- Di Hodge delivered a paper to Children's Book council (TAS)
- Chris Evans, Science Librarian, was a member of the Editorial Board for *Nexus: journal of undergraduate science, engineering and technology*, an online journal of the Faculty of SET.





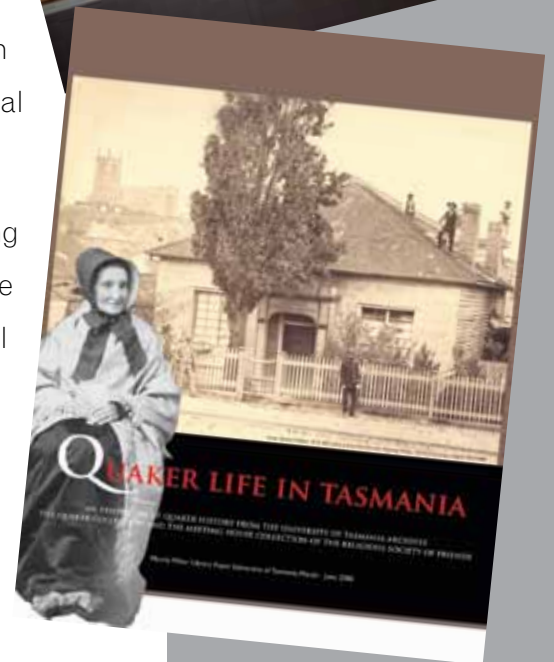
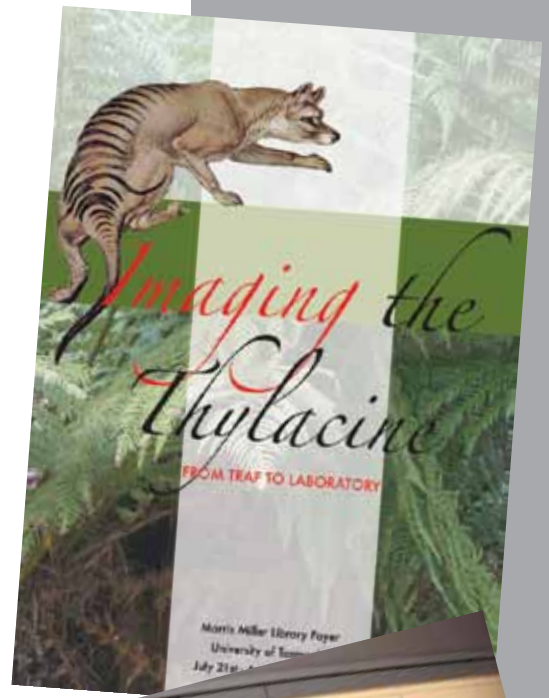
## 8. Working with our community

Engagement with the Tasmanian community is a key focus of the EDGE Agenda, the strategic plan of the University Tasmania. This focus was reflected in Library planning and activity in 2006, with initiatives that focused on developing and strengthening partnerships with academia and the library profession, and on enhancing the cultural program of the University.

The University Library mounted several key exhibits in conjunction with academic staff:

- 'Imaging the Thylacine' focused on images of the Thylacine in zoological works, commercial and official sites, and in the scientific and popular imagination, mounted in collaboration with Dr Carol Freeman of the School of Geography and Environmental Studies
- The Morris Miller Library hosted an exhibition called 'Mapping Tasmania'. This exhibition was originally mounted by the Tasmanian Museum and Art Gallery and the Centre for Spatial Information Science as part of the 'Australia on the Map' national program.
- 'Quaker Life in Tasmania' was created by Gill Ward, Publications Librarian, and Professor Michael Bennett of the School of History and Classics. This was an exhibit of Quaker history from the University of Tasmania Archives, the Quaker Collection and the Meeting House collection of the Society of Friends. The Quaker Collection is part of the Special and Rare Collections of the University of Tasmania Library.

Library staff were actively engaged with their profession in 2006, with several staff holding leadership roles on professional associations and





participating in professional activities. New collaborative relationships were established between Liaison Librarians and Senior Secondary College Librarians to further information literacy initiatives, and between the UTAS Library and the St. Vincent's Hospital Library in Sydney to support the delivery of the Bachelor of Nursing from the hospital.

On 7 September 2006 the Library hosted the Tasmanian launch of Libraries Australia at the Cradle Coast Campus in Burnie. Professor Michael Bennett, School of History and Classics spoke of the value of books and libraries over the centuries. The launch was attended by Tony Boston, Assistant Director-General Research Sharing, National Library of Australia, and about 60 guests. The UTAS Library holdings on Libraries Australia provide access for all Australian to the rich and unique items in our collection, including the Royal Society of Tasmania collection.

## 9. Management

In keeping with the UTAS goal to 'undertake strategic staffing analysis and develop staff workload protocols to support effective and equitable workplaces', the Library undertook a Library Workforce Planning project and a reorganization of the Collection Management Unit in 2005/2006. As a result, the Library has a Workforce Plan and has implemented significant

staff changes across all areas of the Library. Of major benefit has been the creation of 6 new positions that better position the Library to deliver customer-focused services, in the areas of client services, library infrastructure, digital assets, and policy & planning.

The Library continued to make improvements to the physical library including its staff workspaces. One significant development was the creation of a new 'returns' area for the Launceston Library which reduced manual

handling and reduced the turnaround time for library books returning to the shelves. The commencement of a project to move barcodes to the front of high-use books also reduced manual handling, and has made it easier for library clients to use the self-check machines in the Morris Miller and Launceston libraries.

A management focus for 2006 was the proposed integration of the Australian Maritime College with the University of Tasmania. The

University Library worked collaboratively with the AMC Library to develop a report on the implications of library integration, and to establish a project to carry integration forward to meet the 1st January 2008 deadline.

## Key facts and figures 2006

### Client population

	2006	2005	2004
Student enrolments	17,407	16,164	15,901
Staff numbers (excluding casuals)	2009	1,833	1,799

### Libraries

	2006	2005	2004
Number of libraries	7	7	7
Number of additional service points	2	2	2
Opening hours	71.5	71.0	71.0
Study seats	1,267	1,183	1,167
Student computers	191	183	131
Visits (exc. Music Library)	1,189,295	N/A	N/A
Number of photocopies	1,274,716	1,559,057	N/A
Number of prints to Library printers	936,042	767,339	N/A

### Staffing

	2006	2005	2004
Library staff	77.5 FTE	78.7 FTE	78.0 FTE

### Expenditure

	2006	2005	2004
Salaries	\$4,747,682	\$4,521,778	\$4,317,985
Operating	\$606,645	\$860,640	\$731,693
Acquisitions	\$4,286,564	\$3,924,958	\$3,717,080
Total	\$9,640,891	\$9,307,376	\$8,766,758



## Loans

	2006	2005	2004
Total items lent	362,162	364,939	350,846
Reserve items lent	81,661	80,439	93,442
University Libraries Australia loans	4,807	4,404	N/A

## InterCampus, Flexible Library and Document Delivery services

	2006	2005	2004
InterCampus – Photocopy and loan requests filled	22,337*	14,046	15,834
Flexible Library Service – requests filled	5,117	5,447	5,468
Document delivery – UTAS requests filled	13,303	14,093	15,834
Document delivery – external requests filled	2,409	2,314	2,827

\*From March 2006, library clients were able to reserve their own books online through the Library catalogue. Prior to 2006 requests and holds placed online by Library staff on behalf of clients were not reported as part of the InterCampus statistics.

## Information Literacy

	2006	2005	2004
IL session held	954	1,184	1,203
IL participants	11,662	8,972	10,696

## Collections

	2006	2005	2004
Monograph titles	544,376	546,539	535,162
Serial titles (paper)	16,510	16,549	16,556
Microform titles	2007	2010	2021
Electronic titles	14,810	12,448	8,285
Other non-book titles (kits, maps, av, etc)	21,071	20,694	19,967

